

**All Advisory Committee
Welcome Meeting (Working breakfast)
Meeting Minutes**

	DATE	TIME	LOCATION
MEETING DETAILS	Tuesday 21 st March 2023	8:00am-9:30am	MMA Conference Room, Ground Floor, Admin Building 55 Produce Drive, Epping
ATTENDEES	MMA David Whitcelo Amanda Miceli David Power Lauren Kitchener Malcolm Lum Rob Rotondi Amy Dyer Zac Egan Theresa Hunt Kristina Zec Fiona Whitworth Margaret Burdeu, Board Director Georgie Christerson (Minute taker)		Retailers Advisory Des Hopwood Dean Lamb Graham Gee Growers Advisory Nicholas Patsuris Wholesalers Advisory Adrian Antonello Brett Collins Jason Cooper Thanh Truong Flowers Advisory Vince Cidoni Di Templeton Ilayda Kaplan
APOLOGIES	MMA Hermione Parsons, Board Director Angie Bradbury, Board Director Sue Friend, Board Director Mark Maskiell, CEO		Flower Advisory Michael Pavlou Growers Advisory Vince Doria Ricky Mazaris Anthony Pignataro Frank Attana Retailers Advisory Andrew Sculli Kara Maisano Wholesalers Advisory Michael Barker

#	ITEM	RAISED BY
1	MMA to Welcome Committee members to; <ul style="list-style-type: none"> • The 1st Advisory Committee Meeting for 2023 • Joint Meeting to share ideas/ brainstorming session. • New Meeting structure <ul style="list-style-type: none"> ○ Management Report – Pre-read prior to meeting 	DW

	<ul style="list-style-type: none"> ○ Agenda items to be discussed during meeting ○ Head of Projects from the MMA discussed the new meeting structure going forward, and thanked everyone for reading the Management report prior to meeting. <p>MMA welcomed all attendees to the first meeting for 2023, and discussed the new meeting format going forward to ensure we benefit and hear from the Committee members.</p>	
2	<p>Stronger Together, Cultural Transformation Project</p> <ul style="list-style-type: none"> ● Project background and updates <ul style="list-style-type: none"> ○ Strategic Communications Manager presented an update on the the Stronger Together Program.,. Events the MMA have celebrated recently include: Lunar New Year (first time celebrating in 3 yrs), International Women’s Day – highlighting prominent women in the market, Harmony Day, and Australia Day BBQ. ○ Market induction: Updating the Market induction is a almost complete. The MMA will ensure it will include informing those who apply of our expectations, standards and rules in the market. <ul style="list-style-type: none"> ▪ MMA are in the process of engaging a Creative Agency to continue work on the Stronger Together program (given Time2Talk and the MMA have amicably parted on the project). And create a robust campaign to promote the program ▪ Committee were frustrated the program has not gained more momentum and keen for more to be communicated around the market. ○ Grievance Policy/code of conduct: The MMA have liaised with Fresh State on this new policy for implementing. 	LK
3	<p>Market Survey Results</p> <ul style="list-style-type: none"> ● Market Satisfaction Survey – Results (Dec 2022) <p>Strategic Communications Manager, Lauren Kitchener presented a detailed presentation the results from the Market Satisfaction Survey (2022), Suggestions from committee members based on results included:</p> <ul style="list-style-type: none"> ● Further training for MRO’s to ensure all queries are directed to the appropriate area. MMA informed the Committees that a specific MRO will be appointed to implement training within their team. ● MMA confirmed the new MMA portal has a feature to submit an enquiry or an issue instantaneously. ● A suggestion is for MRO’s to be designated to an area within the market, to familiarise themselves with market tenants. 	LK
4	<p>Market Trading Hours</p> <ul style="list-style-type: none"> ● Market Trading Hours discussion 	FW/ DW

	<p>Head of Projects introduced Fiona Whitworth, Consultant working on the Market Hours Project to the Committee members, some of whom have met with Fiona previously.</p> <p>Fiona presented a powerpoint presentation and discussed the market community feedback whilst working on this project. Each aspect of potentially changing the market hours was discussed during the presentation.</p> <ul style="list-style-type: none"> • If anyone would like to discuss market hours or any issue with Fiona, to please reach out to the MMA. • MMA to circulate SCATS Data (surrounding intersections) to the Advisory Committees about congestion times affecting the market. Results showed constant congestion, doesn't identify specific peak times, an overall broad average. <p>A holistic view is required on this topic, and further consideration is currently being reviewed and investigated. MMA discussed this is in the working phase and an identifying phase.</p>	
5	<p>Upcoming Events and Exhibitions</p> <ul style="list-style-type: none"> • Melbourne Market Open Day(s) & Events • A Better Choice <p>Business Commercial Manager discussed the upcoming events the market are involved in, including;</p> <ul style="list-style-type: none"> • Run for the Kids: Sunday 19th March 2023 • Flower Market Open day: 27th April 2023 • Melbourne International Flower & Garden Show: 29th March – 2nd April 2023 • Food Services Australia: 30th April – 2nd May • Melbourne Market Open Day: 18th May 2023 <p>Committee requested how to measure those attending the Open Days who are then converted into Access card holders, and how we can raise the profile of the market.</p> <p>A Better Choice, Run for the Kids (19th March), 40,000 people attended the event. A Better Choice was highly promoted at the event and to ideally increase media exposure for the program. Retailer of the Year award will be running again this year. For anyone wanting further information on the A Better Choice program to please contact Zac.</p> <p>Melbourne International Flower & Garden Show, the MMA will be showcasing an exhibit at the event.</p>	DP/ TH
6	<p>General Business</p> <ul style="list-style-type: none"> • Other items • Cleaning Maintenance: Committee mentioned the cleaning schedule has slightly increased, although further improvements could be done to improve overall. 	ALL

	<ul style="list-style-type: none">• Maintenance: Cleaning behind F&V stores, issue of nails being left on the ground causing issues. MMA will further investigate with PAM.<ul style="list-style-type: none">○ Handrails to be cleaned to a more satisfactory result.• Flower Buyer: Suggestion for the Saturday morning to be moved to a 3:30am open rather than 4:30am. Most stock has been bought prior to 4:30am and packing up at 6am.• Male toilets (Flower Market): Out of the 3 cubicles in the flower market, only 1 was in working order (as of 21/3/23).• Forklift Training Incentive: MMA confirmed working with Syc Employment on the forklift training incentive. Market tenants requested having onsite forklift training provided (a 2-day course).	
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Head of Projects closed the meeting at 9:52am.